



DIRECTOR OF IN-HOME BEHAVIORAL SERVICES

Job Category: Children and Youth Programs

Job Status: Full-time

Reports to: Vice President of Children and Youth Programs

Job Summary: The Director of In-Home Behavioral Services provides direct program supervision, training and engagement of in-home staff, program planning and implementation, case consultation, and quality assurance oversight to FosterAdopt Connect's Behavioral Interventionist and Personal Behavioral Assistant programs. These programs are designed to keep children who have behavioral or mental health challenges stable in their current home.

Responsibilities: Primary responsibilities include but are not limited to:

Administrative Leadership and Management

- Responsible for employee and team satisfaction within the department in partnership with the Co-Director of In-Home Behavioral Services.
- Provide direct supervision to Behavioral Services Family Coordinators and BI Coordinators resulting in the implementation of quality service delivery.
- Responsible for monitoring the workload of the Family Coordinators and BI Coordinators and make adjustments as needed.
- Responsible for Behavioral Services (BI/PBA) staff recruitment and retention, in partnership with the Manager of Human Resources and Co-Director of In-Home Behavioral Services (i.e. distribute program brochures, regularly post job openings, attend job fairs, schedule informational meetings, speak at community presentations, booth exhibits, etc.).
- Conduct individual supervisory conferences with Behavioral Services Family Coordinators and BI Coordinators at least monthly with the goal of providing continual support, guidance, and work product evaluation/feedback.
- Lead weekly case consultation and employee consultation meetings to ensure service delivery excellence.
- Complete timely probationary/annual employee evaluations.
- Assign new referrals to Family Coordinators within two (2) business days of receipt.
- Assign new BIs and PBAs to BI Coordinators prior to New Employee Orientation.
- Maintain waiting list of referrals and monitor wait times, working in partnership with the Co-Director of In-Home Behavioral Services to effectively match new clients with Behavioral Services staff.
- Ensure all procedures are followed during Critical Incidents, provide follow-up and communication to Executive Leadership.
- Responsible for identifying the training needs and professional development opportunities of Family Coordinators, BI Coordinators, BIs, and PBAs supervised.
- Responsible for providing support to staff during Out-of-Home Investigations (OHI).
- Assist Family Coordinators and BI Coordinators with home visits and follow up meetings with as needed.
- Attend trainings, court, and meetings as required, and actively participate in all leadership meetings.
- For Behavioral Services maintenance, ensure the following:

- Track completion accuracy and timeliness of initial assessments/referral process.
- Track monthly and ensure renewals occur in a timely manner.
- Track monthly and ensure updates are completed as needed.
- Review and approve initial assessments, renewals, quarterlies, updates, and progress notes within five (5) business days of receipt.
- Maintain strong, open communication with direct supervisor regarding services delivered, concerns or questions.
- Maintain contact and relationship building with other partner agencies and community stakeholders.
- Occasionally travel within Missouri to attend external trainings and/or present Behavioral Services, and to complete assessments on clients as needed or assigned.
- Contribute on an organizational level with a focus on agency culture, cultural competency, and performance improvement outcomes.

Outcome Planning/PQI

- Implement and lead, in partnership with the Co-Director a continuous quality improvement process, focusing on systems/process improvement and personnel growth.
- Meet at least bi-weekly with QA Coordinator and Co-Director of In-Home Behavioral Services to discuss QA processes, barriers and modifications to ensure the effectiveness of the program.
- Review file audit results, monthly, with the QA Coordinator.
- Review client files quarterly for ongoing quality assurance measures.
- Review Shift Note audit results, with QA Coordinator, for accurateness and service delivery qualifiers.
- Complete monthly agency reports and statistics as required.
- Participate in quarterly client audit reviews; make updates/changes as identified through the PQI process.
- Work with necessary departments to collect client outcomes and other data for funding and replication.
- Coordinate with Branch offices and Vice President of Children and Youth Programs on program modifications and process improvement.
- Ensure processes are followed to maintain Council on Accreditation (COA) standards.

Financial Management

- Oversee budget performance for program services to assure fiscally sound operations that meet budget expectations.
- Work in partnership with the Billing Specialist to ensure bi-weekly payroll is accurate.
- Track Behavioral Services hours provided and ensure it is within guidelines of funding provided.
- Provide timely required information for LINC billing.
- Manage effectively within approved budget, and report accurately on progress made and challenges encountered to Vice President and CFO.
- Assist with grant planning and execution as required.
- Participate in annual budget planning process in conjunction with Executive Leadership, as needed.

Qualifications

- Bachelor's Degree (Master's Degree preferred) in social work, psychology, public administration, or a related human services field and two (2+) years of experience working in non-profit social service agencies with two (2+) years of supervisory experience.
- Previous experience working with at-risk populations required.

- Core understanding of child welfare practice and policy.
- Experience creating and driving the analytic framework for planning and managing organizational change in a fast growing organization.
- Demonstrated resourcefulness in setting priorities, proposing new ways of creating efficiencies, and guiding investment in people and systems.
- Core understanding of program development, implementation and evaluation.
- Strategic thinker.
- Outstanding organizational and planning skills.
- Solid commitment to the principles of support and advocacy for foster and adoptive families.
- The ability to collaborate and advocate for positive outcomes, using excellent interpersonal skills in multi-disciplinary, diverse, and dynamic professional teams.
- Strong verbal communication skills and demonstrated ability to write clearly and persuasively.
- Demonstrated leadership ability, team management, and interpersonal skills. Must have ability to quickly establish rapport and build trust.
- Flexible and a self-starter; able to multi-task while also being highly detail-oriented while meeting all deadlines.
- Work as a necessary part of a team effort with colleagues of all demographics.
- Model ethical and professional behavior at all times.
- Participate in ongoing meetings/professional memberships and trainings as required by the Vice President of Children and Youth Programs/COO.
- Experience working with marginalized communities with a nuanced understanding of systemic oppressions.
- Flexibility and adaptability, able to shift styles to fit the needs of a wide range of cultures, people, and organizations.

Compensation and Benefits

- Salary commensurate with experience.
- Full-time, exempt position.
- Health, dental, vision, short and long-term disability, and life coverage options provided.
- We pay 100% of long-term disability and life insurance premiums and 50% of health insurance costs. Additionally, we offer a match for a 403(b) retirement plan. We also provide access to dental insurance and short-term disability for purchase.

FosterAdopt Connect does not and shall not discriminate on the basis of race, color, religion, gender identity, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its programs or services. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and members.